



# COLORADO

## Department of Public Health & Environment

### WISEWOMAN Contacts Descriptions (FY 2015-2016)

#### WISEWOMAN Coordinator

- Typically, one per agency. Can be a co-coordinator shared role
- Serves as the agency point person for WISEWOMAN by overseeing WISEWOMAN activities and ensuring that quality and timely client services are provided
- Serves as the liaison between the WISEWOMAN state staff and agency staff
- Serves as the liaison between agency WISEWOMAN and WWC staff members (may also serve as the WWC Coordinator)
- Acts as primary contact person for general WISEWOMAN related communications
- Assumes responsibility for assuring all communications are disseminated to relevant agency staff members
- Maintains knowledge of all WISEWOMAN program roles and the designated person in each role within the agency
- Attends WISEWOMAN meetings, as required
- Ensures subcontractor agreements are executed, where applicable
- Manages all communications with subcontractors
- May supervise the case manager(s), risk reduction counselors or health coaches
- Must have eCaST access
- Coordinates WISEWOMAN training for new and existing staff

#### eCaST Coordinator

- One per agency
- Responsible for all WISEWOMAN-related eCaST activity, including quality and timeliness of data entry
- Responsible for annual renewals of agency eCaST users
- Ensures addition of agency's new users to eCaST, including assurance that all users receive appropriate eCaST training
- Attends eCaST trainings and meetings as needed
- Determines appropriate person to respond to data errors
- Must have eCaST access
- Receives and coordinates agency response to duplicates, data error reports and MDE edit requests from WISEWOMAN state staff

#### Clinical Liaison

- One per agency
- Must be a nurse or, preferably, a nurse practitioner, physician's assistant or physician
- Serves as the liaison between the WISEWOMAN state staff and the agency's clinical staff
- Receives and disseminates information on national and clinical guidelines and policy changes. Ensures that program clinical guidelines and policies are understood and implemented by all clinical staff involved with WISEWOMAN
- Attends WISEWOMAN clinical webinars and communicates information obtained with agency's

clinical staff

### **Risk Reduction Counselor**

- At least one per clinic site
- Responsible for delivering face-to-face, client-centered risk reduction counseling at time of the baseline cardiovascular disease (CVD) screening visit
- Ensures that all clients receive screening results, both verbally and in writing
- Uses Motivational Interviewing skills
- Adapts and employs effective, literacy-sensitive, culturally tailored communication strategies
- Assures client understanding of CVD risk compared to women her age
- Collaborates with client to identify goals and strategies to support client in achieving health
- Facilitates access to appropriate healthy behavior support options
- Provides interim assessment of client progress and reinforcement of goals

### **Health Coach**

- At least one per clinic site
- Responsible for delivering face-to-face or telephonic client-centered, client-tailored health coaching
- Assists clients in increasing readiness to change and gaining confidence to make lasting changes for improved health
- Collaborates with client to identify priority areas, goals and strategies to support client in achieving improved health status
- Uses Motivational Interviewing skills to elicit and strengthen motivation for changing behaviors related to the priority area.

### **Diabetes Prevention Program (DPP) Lifestyle Coach**

- Optional role for agencies offering the DPP onsite (if offering by subcontract, not necessary)
- If applicable, at least one per clinic site
- Receives training from a national organization or DPP Master Trainer to successfully lead a DPP course using the standardized curriculum

### **Case Manager**

- At least one per clinic site
- Ensures that women with abnormal screening results receive required follow-up and that those who are interested attend Diabetes Prevention Program, Health Coaching or Cooking Matters sessions
- Ensures access to affordable medication for those who require it
- Has a direct relationship with clients and may provide client communication
- Works closely with clinicians, risk reduction counselors and staff providing the Diabetes Prevention Program or Health Coaching
- Must have access to eCaST

### **Contract Administrator**

- Person(s) responsible for processing WISEWOMAN contracts
- Ensures signatures are included and all requested documents are sent to the WISEWOMAN contracts management and fiscal teams, as required
- Receives communication from state WISEWOMAN fiscal and contracts management teams

### **Fiscal Payment Coordinator**

- One per agency
- Point person for WISEWOMAN fiscal activity at the agency
- Receives reimbursement checks from WISEWOMAN and may be responsible for reconciliation of payments

- May submit WISEWOMAN fiscal reports
- Has access to eCaST (optional but preferred)

**Fiscal Manager**

- Responsible for overall fiscal operations at the agency
- Is the highest level fiscal staff member at the agency who is aware of WISEWOMAN fiscal activities and manages the overall program budget
- May receive communication from state WISEWOMAN/WWC Unit Manager or state WISEWOMAN Fiscal Officer

**Authorized Signatory**

- Person(s) with the authority to sign grant contracts for the agency

**Other WISEWOMAN Staff**

- Staff who work with the WISEWOMAN program, and who should be included in WISEWOMAN communications. These staff members do not serve in one of the previously described roles.
- Additional staff members working with WISEWOMAN who also serve in one of the previously described roles along with the staff person designated. Please indicate this in the title field.